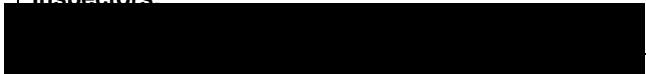


The Afghanistan Engineering Support Program assembled this deliverable. It is an approved, official USAID document. Budget information contained herein is for illustrative purposes. All policy, personal, financial, and procurement sensitive information has been removed. Additional information on the report can be obtained from Firouz Rooyani, Tetra Tech Sr. VP International Operations, (703) 387-2151.

Site Visit Report	Project: Andkhoy Citizen Service Center
Location: Andkhoy District, Faryab Province	Coordinates: Latitude: 36°57'8.09"N Longitude: 65° 7'37.57"E
Inspection Date: November 09, 2013	Weather: Partly Cloudy, Temp @ 23°C
Inspectors: 	Status: Incomplete

PRESENTED TO

United States Agency for International Development (USAID)
Office of Economic Growth and Infrastructure (OEGI)

Ramp UP North

Great Massoud Road
Kabul, Afghanistan

PRESENTED BY

Tetra Tech, Inc.
Afghanistan Engineering Support Program
Contract No. EDH-I-00-08-00027-00
Task Order No. 1

Work Order WO-LT-0009 AMD #5

Shash Darak
Kabul, Afghanistan

Title: **Deputy Chief of Party**

Date:
05/15/2014

EXECUTIVE SUMMARY

The Citizen Service Center (CSC) project is located inside the Andkhoy Municipality in the Andkhoy District, Faryab Province. It includes the construction of stone masonry foundation, sidewalk, stairs, concrete ramp, provision and installation of two (2) 40 feet prefabricated containers for the Citizen Service Center office.

On November 09, 2013, two (2) engineers from Tetra Tech (Tt), Afghanistan Engineering Support Program (AESP) traveled to Andkhoy District to inspect and evaluate the visible completed works.

Tt has determined that the USAID's funded portion for construction work for Andkhoy Citizen Service Center is incomplete. The contractor's remaining work consists of the provision and installation of two (2) 40 feet prefabricated containers for the Citizen Service Center, and electrical fixtures.

Tt has also determined that the Andkhoy Municipality's funded portion for construction work of Andkhoy Citizen Service Center has not been started yet. The Andkhoy Municipality's remaining work consists of the construction of gate for the Citizen Service Center, site preparation including demolition of a wall, removing the debris, required land for the CSC Containers installation, and construction of a public toilet.

However the scope of work calls for the construction of public latrine, the drawings does not show any plans and details for the public latrine building. Also, the scope of work calls for the sidewalk around the CSC building where, the drawings does not show any plans and details for the sidewalks around the building. As observed in the photos below (Figures 2 & 3), there is no sidewalk constructed around the building completed foundation.

DISCLAIMER

The author's views expressed in this publication do not necessarily reflect the views of the United States Agency for International Development or the United States Government.

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<i>Figure 2. View of the constructed foundation</i>	3
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APPENDICES

APPENDIX A –DRAWINGS

APPENDIX B –SCOPE OF WORK (SOW)

APPENDIX C –BILL OF QUANTITY (BOQ)

This report was prepared for the United States Agency for International Development, Contract No. EDH-I-00-08-00027-00, Task Order 01, Afghanistan Engineering Support Program.

1.0 INTRODUCTION

Site visit The Citizen Service Center project is located next to the Andkhoy Municipality office in the Andkhoy District, Faryab Province. It includes construction of stone masonry foundation, sidewalk, brick masonry stairs, ramp, provision and installation of two (2) 40 feet prefabricated containers for the Citizen Service Center office with all related activities.

The USAID funded portion of works includes provision and installation of two (2) 40 feet prefabricated containers with all related activities including construction of foundation, sidewalk, stairs and steel roof where

The Andkhoy Municipality's contribution in this project includes construction of gate for Citizen Service Center, demolition of a wall and construction of public toilet

2.0

Two (2) engineers from Tetra Tech (Tt) Afghanistan Engineering Support Program (AESP) traveled to Andkhoy district on November 09, 2013 to inspect and evaluate the visible completed works. The project documentation provided includes drawings in Appendix A, Scope of Work (SoW) in Appendix B, Bill of Quantity (BoQ) in Appendix C. Tt engineers were accompanied by DAI site engineer during the site evaluation. The findings of this site observation are documented in this report including photos provided in the figures section on pages 3 to 4.

3.0 SITE VISIT DETAILS: USAID RESPONSIBILITY

Regarding the USAID's funded portion of works, the following was observed:

1. The construction work for the foundation of the Citizen Service Center is completed (See Figures 2 and 3)
2. The plastering work for foundations is completed. (See Figure 2 and 3)
3. The brick masonry and plastering work for the stairs is completed. (See Figures 2 and 3)
4. Supply and installation of two (2) 40 feet prefabricated containers for the Citizen Service Center has not been started yet.
 - a. **Remaining work:** The contractor is required to supply and install the two (2) 40 feet prefabricated containers for the Citizen Service Center.
 - b. **Remaining work:** The contractor is required to provide and install all the required electrical fixtures and accessories.

In summary, the USAID funded portion of the construction work for the Andkhoy municipality Citizen Service Center is underway but incomplete.

4.0 SITE VISIT DETAILS: ANDKHOY MUNICIPALITY RESPONSIBILITY

Regarding the Municipality's funded portion of works, the following was observed:

1. Construction of gate for Citizen Service Center, demolition of a wall and provision of public toilet has not been started yet.
 - a. **Remaining work:** The Andkhoy Municipality is required to fabricate and install the gate for Citizen Service Center, demolition of a wall and provision of public toilet.

In summary, the municipality funded portion of construction work for the Andkhoy Citizen Service Center is underway but incomplete.

FIGURES



Figure 1. Sign board of citizen service center



Figure 2. View of the constructed foundation

FIGURES (CONTINUED)

Figure 3. View of the constructed foundation and stair

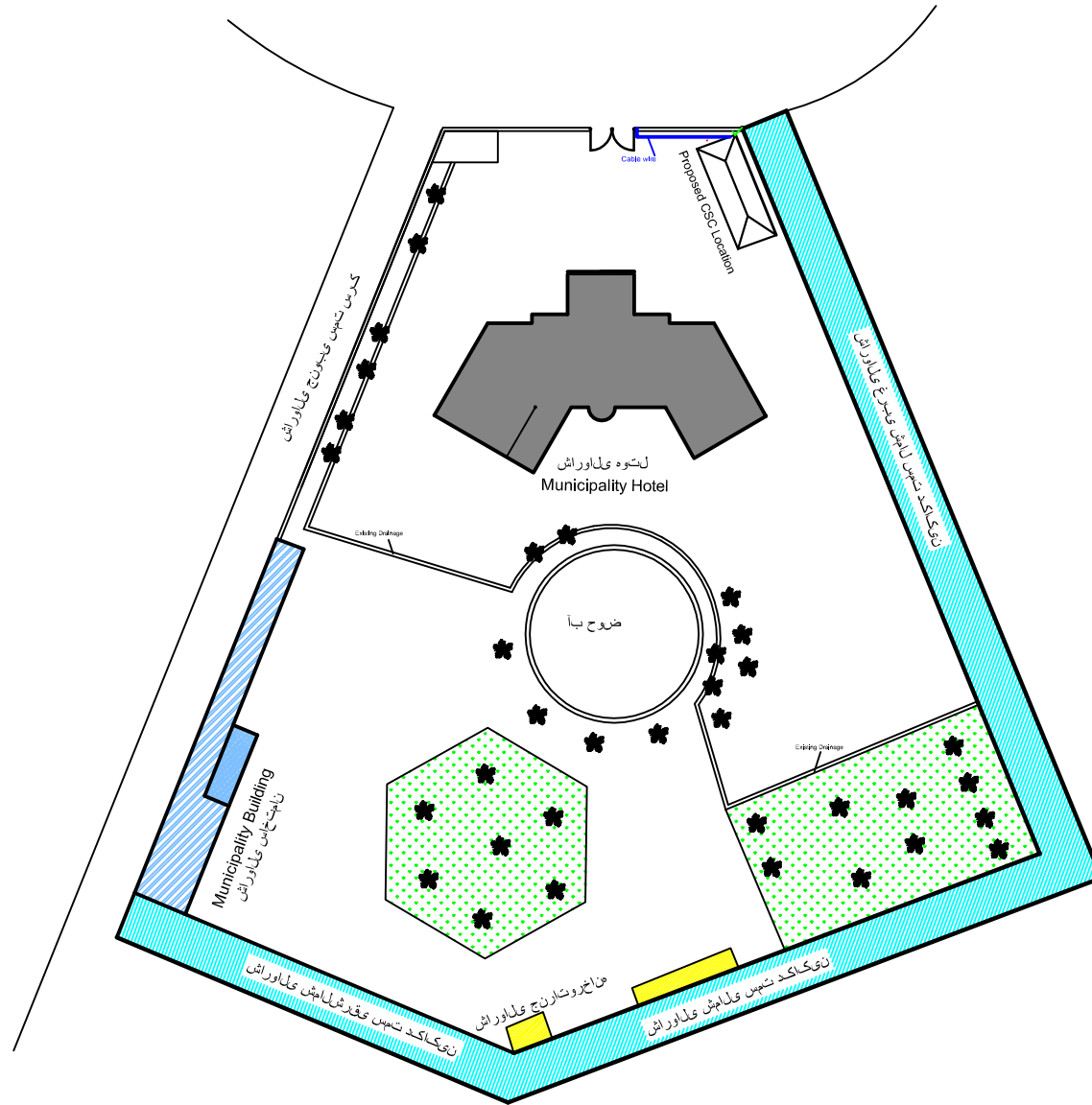
APPENDIX A –DRAWINGS

RAMP-UP-NORTH

Andkhoy Municipality

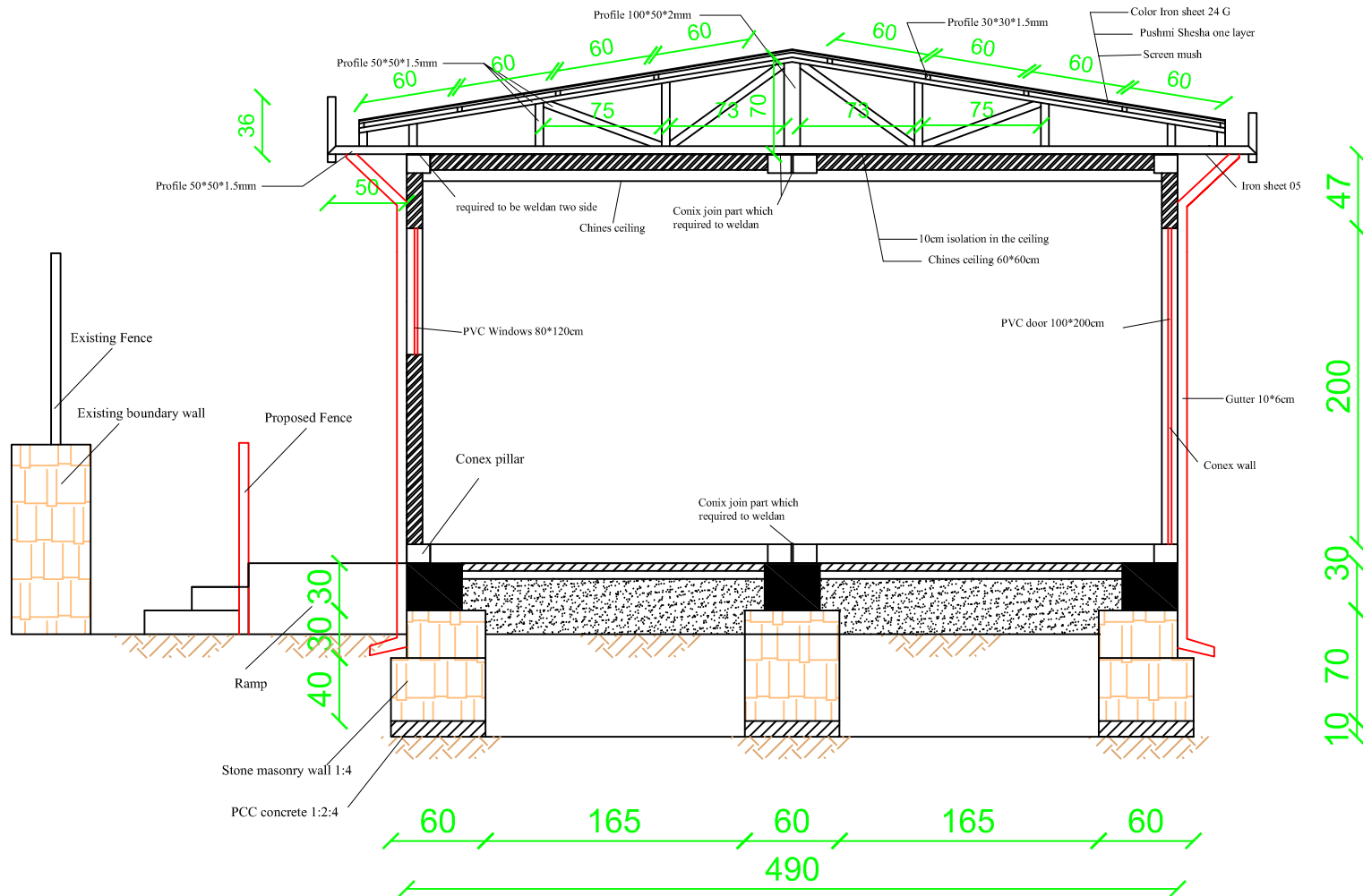
Citizen Service Center

DATE: 09/15/2013



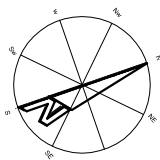
General Plan

Drawing Title:		Name	Position/Organization	Project Name: Andkhoy Citizen Service CenterI
General Plan for CSC	Surveyed by:		Municipal Engineering advisor–RAMP UP–N	
	Estimated by:		Municipal Engineering Advisor–RAMP UP–N	
	Conceptual Approved by:		Mayor of Andkhoy	
Drawing Number: 1/11	Technical Checked by:		Engineering Director–RAMP UP–N	Date: Sep 2013
	Approved by	Project Manager–RAMP UP–N		

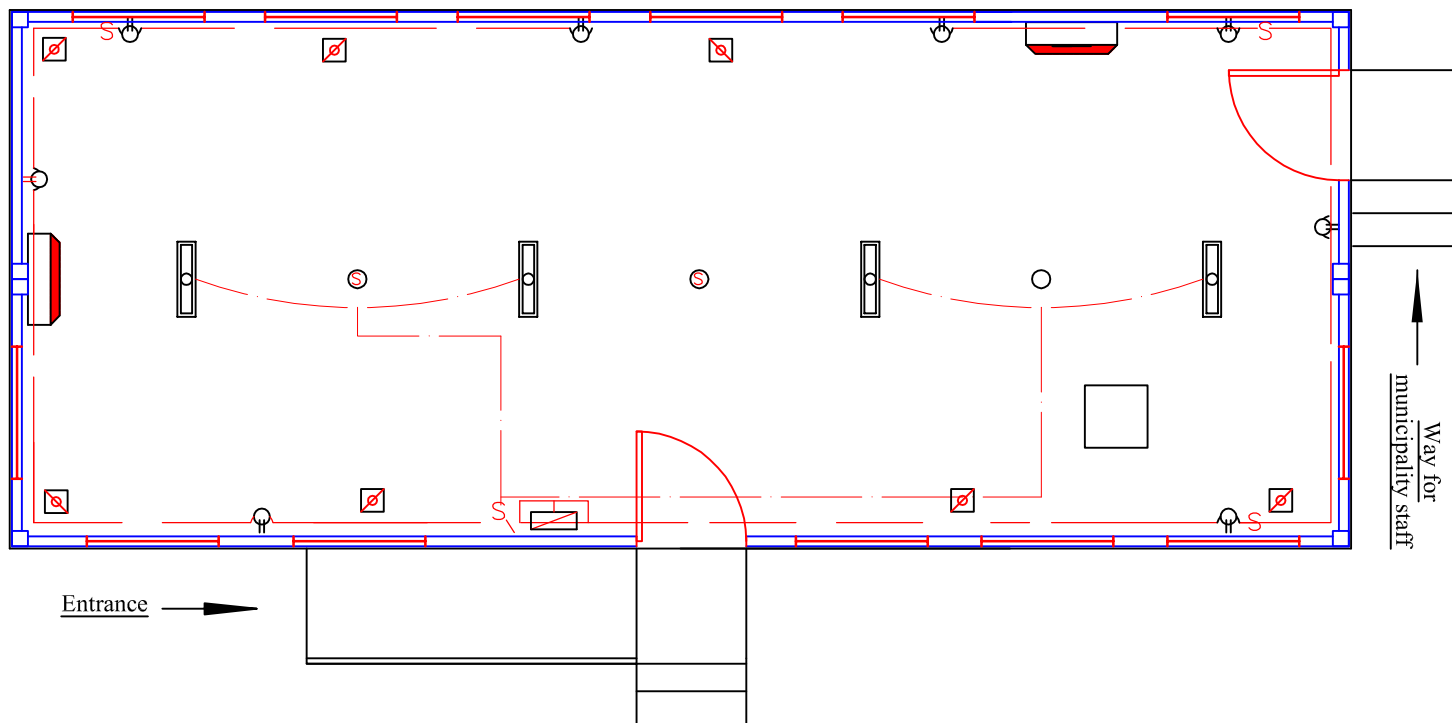


Cross section A-A

Drawing Title: Cross section A-A	Name		Position/Organization	Project Name: Andkhoy Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 5/11	Conceptual Approved by:		Mayor of Andkhoy	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	Date: Sep 2013



Panel Board	
Switch	
Socket	
Wire 2.5mm	
Wire 1.5mm	
Light	
Detector	
Internet port	
Main Cable	



- GENERAL NOTE:
1. ALL ELECTRICAL MATERIAL SHALL BE BEST QUALITY OR AS PER QA/QC ENGINEER INSTRUCTION.
 2. MAIN CABLE SHOULD BE THE BEST QUALITY OR AS PER QA/QC ENGINEER INSTRUCTION, 4X10MM CONNECTED FROM THE MAIN EXISTING CONNECTION.
 3. ALL CONDUCTORS WILL BE AT LEAST 3 WIRE 2.5MM2 CONDUCTORS.
 4. MAXIMUM OF TOW SWITCHES SHOULD BE IN ONE CABLE (2.5MM).
 5. ALL WIRING SHOULD BE COVERED BY CONDUITS, AND IT'S SIZE SHOULD BE AT LEAST 65% FREE SPACE
 7. ALL OUTLETS, LIGHT FIXTURES AND SWITCHES WILL BE GROUNDED.

Electrical Plan

Drawing Title:Electrical Plan for CSC		Name	Position/Organization	Project Name: Andkhoy Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 6/11	Conceptual Approved by:		Mayor of Andkhoy	Date: Sep 2013
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	



Drawing Title: CSC Office Plan		Name	Position/Organization	Project Name: Andkhoy Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 7/11	Conceptual Approved by:		Mayor of Andkhoy	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	
				Sep 2013



Andkhoy CSC Interior Views

Drawing Title: CSC Interior View		Name	Position/Organization	Project Name: Andkhoy Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 8/11	Conceptual Approved by:		Mayor of Andkhoy	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	
				Sep 2013



Andkhoy CSC Interior Views

Drawing Title: CSC Interior View		Name		Position/Organization	Project Name: Andkhoy Citizen Service Center
	Designed by:			Engineering Advisor RAMP UP N	
	Estimated by:			Engineering Advisor RAMP UP N	
Drawing Number: 9/11	Conceptual Approved by:			Mayor of Andkhoy	
	Technical Checked by:			Engineering Director RAMP-UP N	
	Approved by:			Projects Manager RAMP-UP N	
					Sep 2013



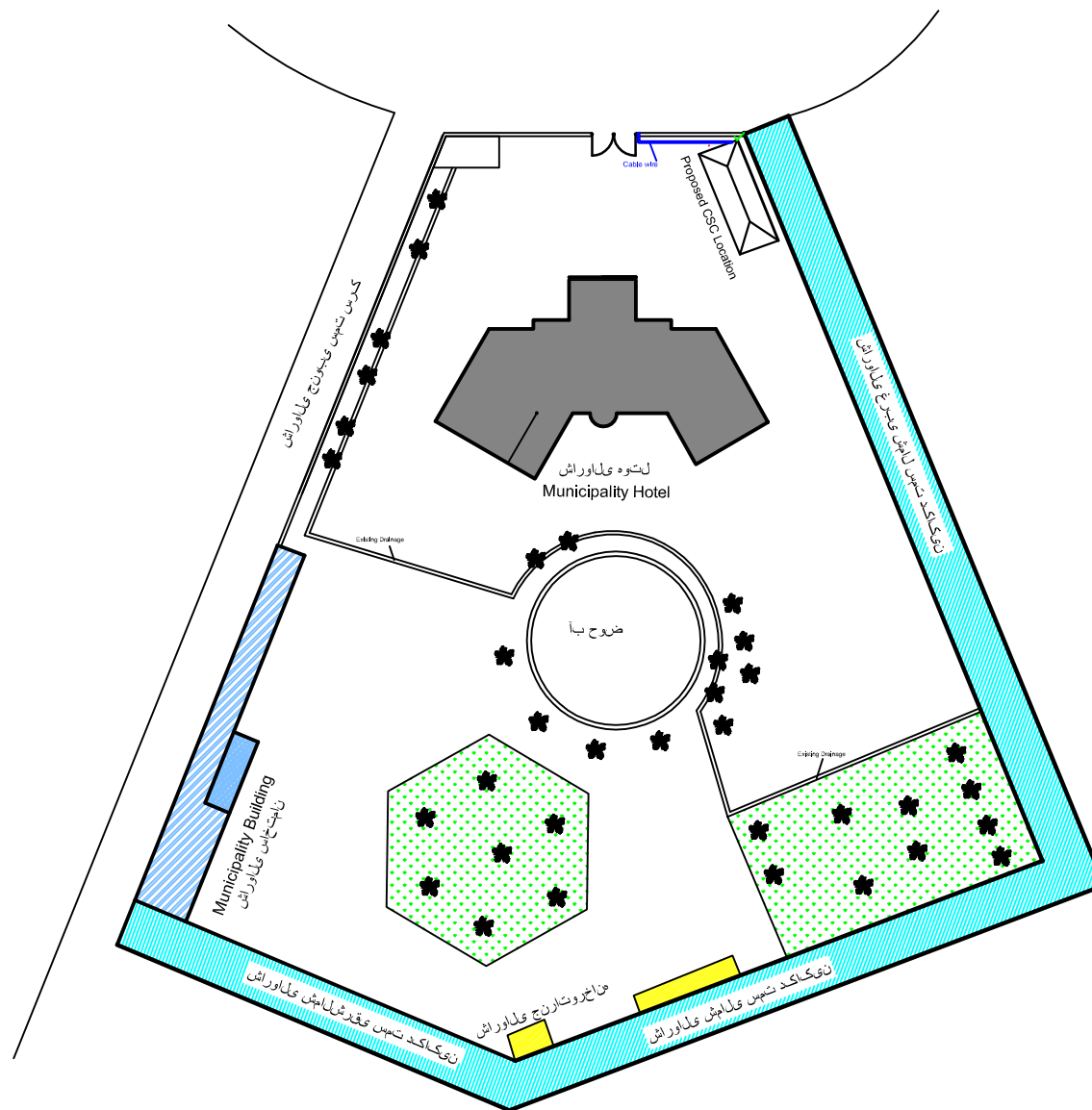
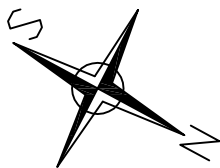
Andkhoy CSC Exterior Views

Drawing Title: CSC Exterior View		Name	Position/Organization	Project Name: Andkhoy Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 10/11	Conceptual Approved by:		Mayor of Andkhoy	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	
				Sep 2013



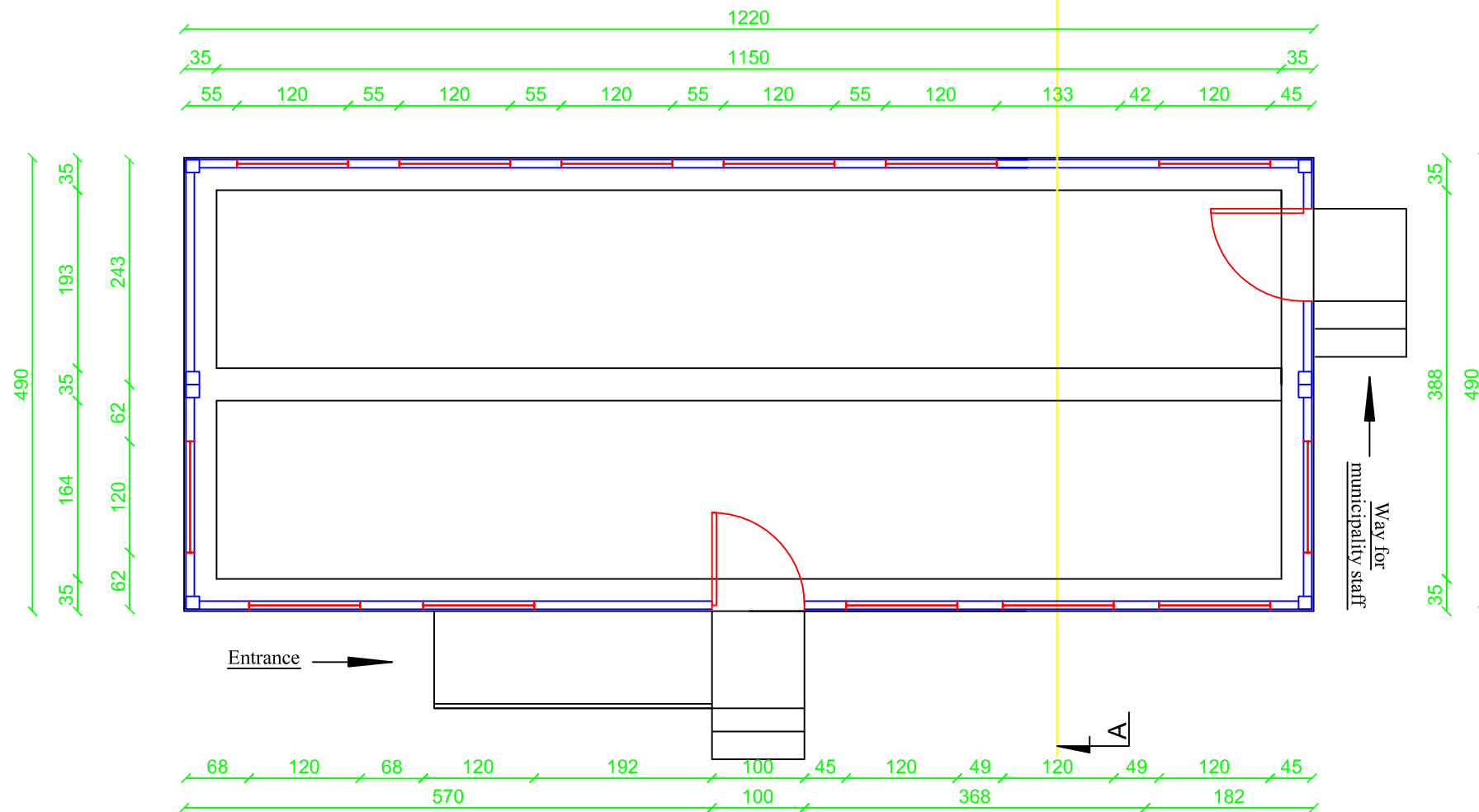
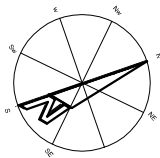
Andkhoy CSC Exterior Views

Drawing Title: CSC Exterior View		Name	Position/Organization	Project Name: Andkhoy Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 11/11	Conceptual Approved by:		Mayor of Andkhoy	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	
				Sep 2013



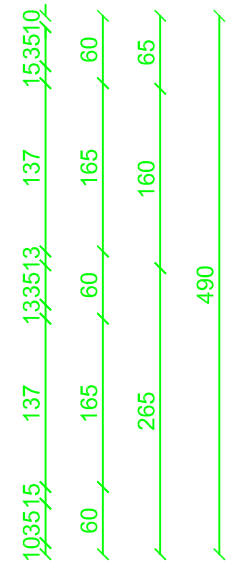
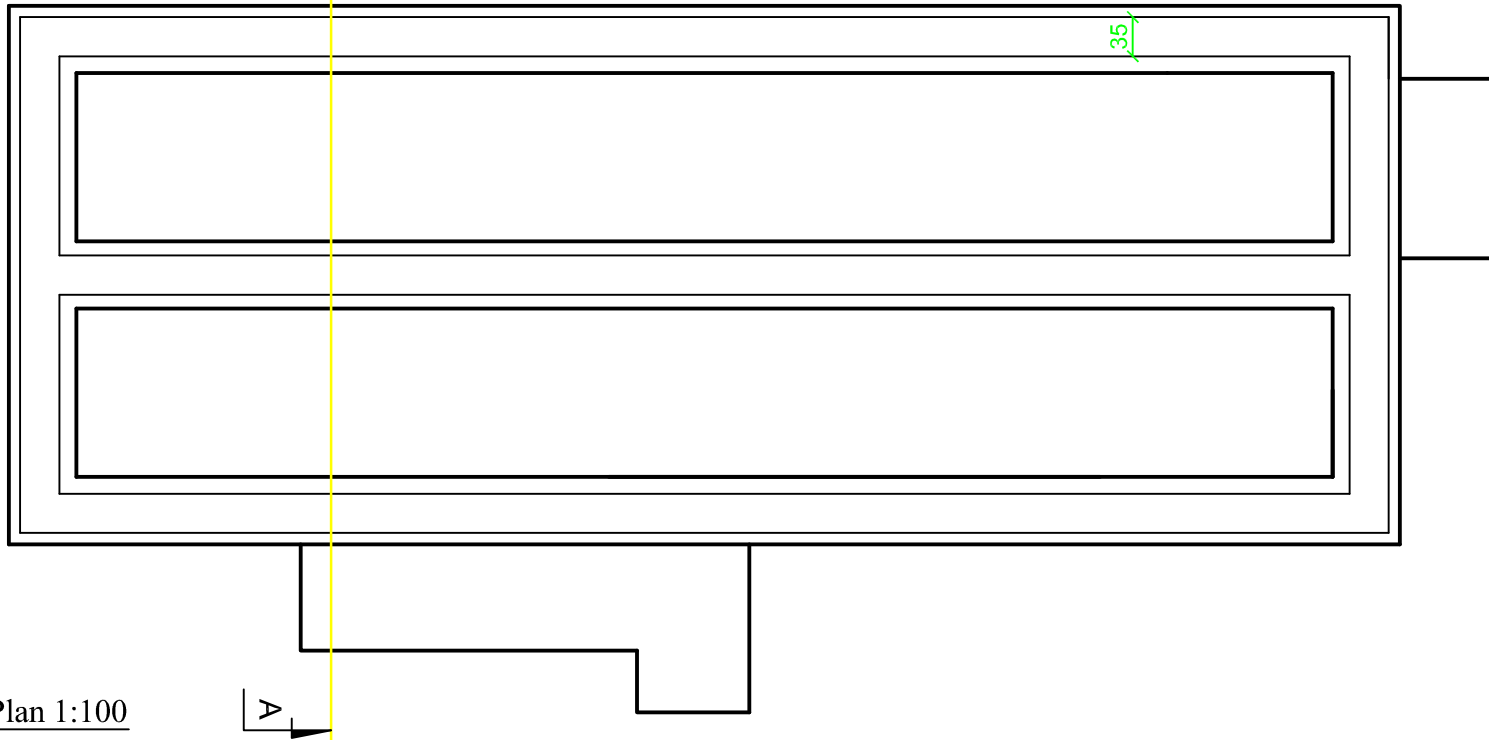
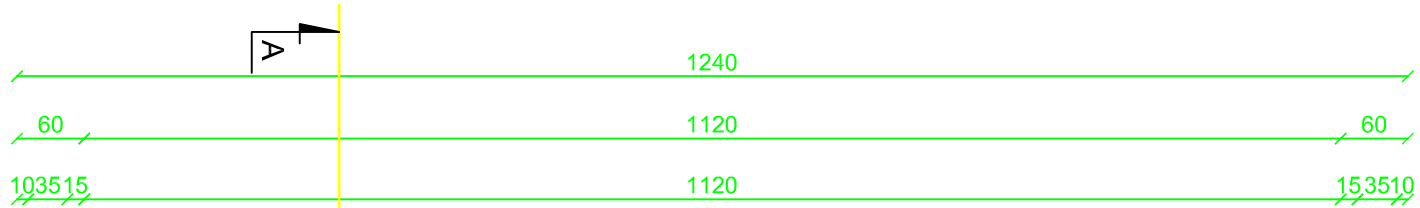
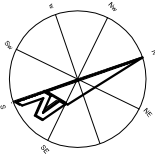
General Plan

Drawing Title: General Plan for CSC	Name		Position/Organization	Project Name: Andkhoy Citizen Service Centerl
	Surveyed by:		Municipal Engineering advisor-RAMP UP-N	
	Estimated by:		Municipal Engineering Advisor-RAMP UP-N	
	Conceptual Approved by:		Mayor of Andkhoy	
Drawing Number: 1/11	Technical Checked by:		Engineering Director-RAMP UP-N	Date: Sep 2013
	Approved by		Project Manager-RAMP UP-N	



Floor Plan 1:100

Drawing Title: Floor Plan for CSC	Name		Position/Organization	Project Name: Andkhoy Citizen Service Center
	Designed by:		Engineering Advisor RAMP-UP N	
Drawing Number: 2/11	Estimated by:		Engineering Advisor RAMP-UP N	
	Conceptual Approved by:		Mayor of Andkhoy	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	Date: Sep 2013



Excavation Plan 1:100

Drawing Title: Foundation Plan for CSC

Designed by:

Estimated by:

Conceptual Approved by:

Technical Checked by:

Approved by:

Name

Position/Organization

Engineering Advisor RAMP-UP N

Engineering Advisor RAMP-UP N

Mayor of Andkhoy

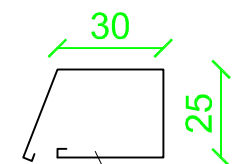
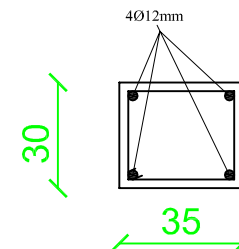
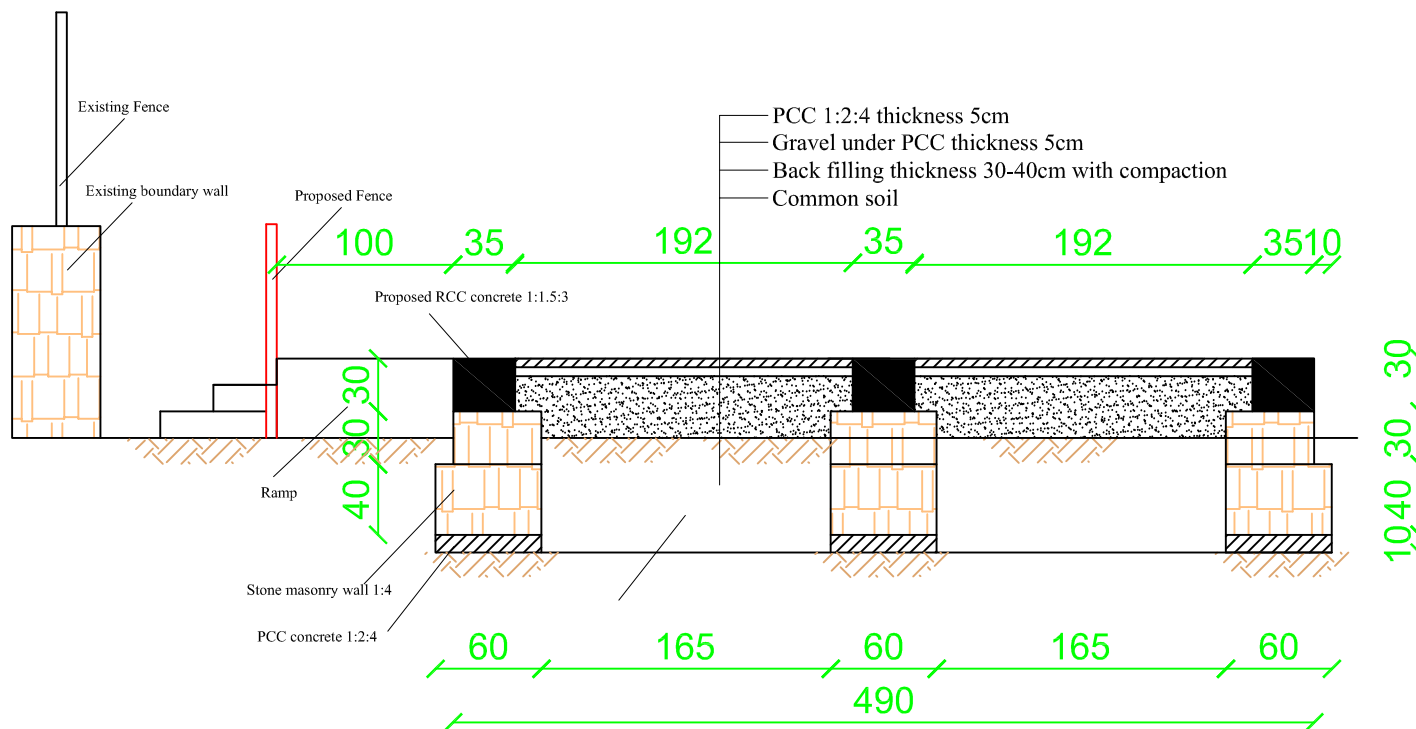
Engineering Director RAMP-UP N

Projects Manager RAMP-UP N

Project Name: Andkhoy Citizen Service Center

Drawing Number: 3/11

Sep 2013



Iron bar Ø6 mm, L=120cm

Cross section A-A

Drawing Title: Foundation section		Name	Position/Organization	Project Name: Andkhoy Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 4/11	Conceptual Approved by:		Mayor of Andkhoy	
	Technical Checked by:		Engineering Director RAMP-UP N	
	Approved by:		Projects Manager RAMP-UP N	Date: Sep 2013



Drawing Title: Cross section A–A		Name	Position/Organization	Project Name: Andkhoy Citizen Service Center
	Designed by:		Engineering Advisor RAMP UP N	
	Estimated by:		Engineering Advisor RAMP UP N	
Drawing Number: 5/11	Conceptual Approved by:		Mayor of Andkhoy	
	Technical Checked by:		Engineering Director RAMP–UP N	
	Approved by:		Projects Manager RAMP–UP N	
				Date: Sep 2013

APPENDIX B –SCOPE OF WORK (SOW)

Regional Afghan Municipalities Program for Urban Populations

(RAMP UP-North)

Regional Command North

Project Concept

Province: Faryab

Municipality: Andkhoy

Project Number: RUN-P-CSC-Andkhoy-001

Project Name: Citizen Service Center

Project Duration: 2 months

Project Cost: [REDACTED]

Date: August 28, 2013

GPS Coordinates:

Longitude: N 36 57 08.6

Latitude: E 065 07 38.3

I. Problem Statement

Andkhoy Municipality has a population of 149,423 people (83,676 men and 65,746 women). Currently, multiple reviews and approvals are required for many of the applications, petitions, licenses, and permits commonly issued by the municipality. Existing municipal facilities are not citizen friendly: they are difficult to access; there are no waiting areas or public toilets available; and the municipal officials involved in processing, approving and issuing applications, petitions, licenses, and permits are located in multiple offices and/or locations. Consequently, citizens must often make multiple trips and/or experience extended waiting periods to resolve complaints or service requests and/or to conduct and complete their business with the municipality.

Additionally, citizens often have little or no understanding of why associated fees are collected, how the fee amounts are established, and how the money collected is actually spent or used. In fact, many citizens believe such fees are pocketed by municipal officials and never make it to the municipality's bank account.

II. Solution Statement:

On August 26, 2013, the Andkhoy Deputy Mayor (Acting Mayor) agreed to establish a Citizen Service Center (CSC) with RAMP UP North to address the above-described problems (copy of Designs attached). Globally, Citizen Service Centers (CSCs) are one of the tools used by municipal governments to improve service delivery, enhance customer service, reduce waiting times, improve responsiveness to service requests and various types of petitions and complaints, increase transparency and reduce opportunities for corruption, and provide more effective community education and outreach.

CSCs (often referred to as one stop shops) originated with the idea that citizens and businesses would only have to be in contact with one office of a municipality in a streamlined and coordinated process to obtain all the necessary paperwork and approvals for those licenses and permits most commonly issued by the municipality, as well as to pay property-related taxes such as the Safayi tax.

The proposed construction of the CSC in Andkhoy includes the following activities at an estimated cost of not more than [REDACTED]:

- Supply and installation of two 40 ft containers for the CSC office including steel roofing truss, combining two containers into one office space, making doors and windows to the containers and electrification.
- Construction of foundation for the containers.
- Construction of sidewalk around the CSC.
- Construction of stairs or ramp.

Andkhoy Municipality has preliminary agreed to contribute the following items/tasks listed below to the project. Further discussion with the municipality will result in a formalized MOU regarding their contribution.

- Construction of the CSC office gate.
- Destruction of a wall, removing the debris, and opening the area for the CSC Containers
- Provision of public toilets

III. Beneficiaries:

The direct beneficiaries of the project include the entire population of Andkhoy, estimated at 149,423 people (83,676 men and 65,746 women).

Activity Objectives

- Improved business environment by reducing the time required to obtain business and construction-related licenses and permits and making it easier to start or expand a business.
- Improved customer service and citizen satisfaction with municipal service delivery.
- Improved municipal capacity to deliver quality services on a sustainable basis.
- Improved transparency and reduced opportunities for corruption by reducing the number of required approvals and making it more difficult to resolve issues behind closed doors.
- Increased citizen confidence and trust in the legitimacy of the municipal government.

IV. Rough estimate cost: [REDACTED]

V. Contracting methodology: Sub-contract

APPENDIX C –BILL OF QUANTITY (BOQ)

Bill of Quantity for construction of Andkhoy Municipality CSC

Project Name: Andkhoy Municipality CSC

									Date:	Tuesday, September 03, 2013	
No.	Description	No.	Length (M)	Width (M)	Depth (M)	Volume (CM)	Area (SM)	Qty	Units	Unit Cost (AFA)	Total Cost (AFA)
A	Construction/ Site prepration for foundation of Conex with all the required activities.										
a1	Excavation of foundations with all related activates according to the drawing and technical specifications.							14.62	CM	AFA -	AFA -
	Stonemasonry foundation Long side	3	12.20	0.60	0.57	12.52					
	Stonemasonry foundation short side	2	3.08	0.60	0.57	2.11					
a2	River gravel under the PCC of footing and foundation, floor, stairs and ramp including compaction and all required activities based on the drawing and specifications.							7.80	CM	AFA -	AFA -
	Under the PCC for Stonemasonry foundation Long side	3	12.20	0.60	0.10	2.20					
	Under the PCC for Stonemasonry foundation short side	2	3.08	0.60	0.10	0.37					
	Under PCC of Floor	1	11.50	4.20	0.10	4.83					
	Under PCC of Stairs and ramp	2	2.00	1.00	0.10	0.40					
a3	Plain Cement Concrete (PCC) M150 under stone masonry foundation, floor, stairs and ramp with mix (1:- 2:4 cement, sand, crashed aggregate)							3.90	CM	AFA -	AFA -
	Under the stonemasonry foundation Long side	3	12.20	0.60	0.05	1.10					
	under the stonemasonry foundation short side	2	3.08	0.60	0.05	0.18					
	PCC of Floor	1	11.50	4.20	0.05	2.42					

Bill of Quantity for construction of Andkhoy Municipality CSC

Project Name: Andkhoy Municipality CSC

									Date:	Tuesday, September 03, 2013	
No.	Description	No.	Length (M)	Width (M)	Depth (M)	Volume (CM)	Area (SM)	Qty	Units	Unit Cost (AFA)	Total Cost (AFA)
	PCC of Stair	2	2.00	1.00	0.05	0.20					

Bill of Quantity for construction of Andkhoy Municipality CSC

Project Name: Andkhoy Municipality CSC

									Date:	Tuesday, September 03, 2013	
No.	Description	No.	Length (M)	Width (M)	Depth (M)	Volume (CM)	Area (SM)	Qty	Units	Unit Cost (AFA)	Total Cost (AFA)
a4	Stone masonry work for foundation with mortar mix 1:4 with all the required activities (Rounds stones are not allowed).							8.55	CM	AFA -	AFA -
	Stonemasonry foundation of Long side	3	12.20	0.50	0.40	7.32					
	Stonemasonry foundation of short side	2	3.08	0.50	0.40	1.23					
a5	Reinforced Cement Concrete M:200 for ring beam with shuttering and steel bars, cement, clean coarse sand and crushed gravel ≤32mm mixing the aggregate, placing and formwork, curing at least for 14-18 days and cold climate 28 days Reinforced Cement Concrete according to drawings with all required activities							4.49	CM	AFA -	AFA -
	Ring beam of Long side	3	12.20	0.35	0.30	3.84					
	Ring beam of short side	2	3.08	0.35	0.30	0.65					
a6	Bricks masonry for construction of stairs with 1:4 ratio of cement mortar according drawing and technical specification, with all required activities.							1.44	CM	AFA -	AFA -
	Stairs	2	3.00	0.60	0.40	1.44					
a7	Plaster of stairs and RCC ring beams with 1:3 ratio of cement mortar according drawing and technical specification, with all required activities.							23.50	SM	AFA -	AFA -

Bill of Quantity for construction of Andkhoy Municipality CSC

Project Name: Andkhoy Municipality CSC

									Date:	Tuesday, September 03, 2013	
No.	Description	No.	Length (M)	Width (M)	Depth (M)	Volume (CM)	Area (SM)	Qty	Units	Unit Cost (AFA)	Total Cost (AFA)
	stairs	4	2.50	0.95			9.5				
	RCC ring beams	2	7.00	1.00			14				
a8	Supply and Installation of G.I handrail for the ramp including placing of railing poles with concrete footing to the ground	1	3.20	1.00	1.00	1.00		3.20	M	AFA -	AFA -
a9	Back filling inside of foundation with compaction,	1	12.00	3.00	0.25	9.00		9.00	CM	AFA -	AFA -
Grand total of part A&B											AFA
								Change rate	1\$=56AF		
Total cost in USD											USD

Bill of Quantity for Andkhoy CSC (Container)

Project Name: Andkhoy Municipality CSC

				Date:	Thursday, September 05, 2013	
No.	Description	No.	Qty	Units	Unit Cost (AFA)	Total Cost (AFA)
1	Construction and combining of two 40ft Office Containers (Office Connex) with dimension (12.19x4.88 m/2.6m height): The sub contractor shall supply, construct and install double 40ft Office Containers based on the drawings & specifications. The joints of the combined containers shall be properly welded along the combination with no leakage and same level. And installation of a hand rail G.I pipe 1.5 inch parallel to the ramp.	1	1.00			
2	Insulation of combined 40ft containers' ceiling and walls: the sub contractor shall supply & install sandwich Panel board 5cm thick inside walls and celing for thermal insulation of connex office. The sandwich panel shall be fix properly and use sealant in all joints.	1	1.00			
3	Flooring of double 40ft connex: the sub contractor shall supply & install container board in first layer and 12mm plywood on the top, this layer shall be fixed in a very good condition, soft, level and there shall not be hole and scratched and on the top 2mm plastic sheet shall be fixed with glue softly at floor.	1	1.00			

Bill of Quantity for Andkhoy CSC (Container)

Project Name: Andkhoy Municipality CSC

				Date:	Thursday, September 05, 2013	
No.	Description	No.	Qty	Units	Unit Cost (AFA)	Total Cost (AFA)
4	Supply and installation of PVC Door: the sub contractor shall install (100cmx200cm)8000 PVC door wight color best quality. The irons of inside frame shall be strong and zink and the joint shall be very smooth, the producted door sahll be install after satisfaction of site engineer and QC/QA Engineer.	1	1.00	L.S	0.00	0.00
5	Supply and installation of PVC doors & windows: the sub contractor shall supply & install 13 (80cmx120cm) 8000 PVC windows & 2 (100cmx200cm) 8000 PVC doors white color best quality the iron inside the frame shall be strong and zink and the joint shall be very smooth the producted doors & window shall be install after satisfaction of RU-Nsite Engineer or QC/QA Engineeer.		1.00			
6	Supply and installation of metal roof truss: Including (Truss: of box profile 50x50mm, 100x50mm & 30x30 for the main frame, screen mesh, glass wool layer, iron sheet 0.5mm with proper bolt & gasket washer and guttering based on design specification/cross section A-A) truss shall be proper welded and painted 3 coat antirust with fillings. The subcontactor shall work as per drawing, design and satisfaction of RU-N site engeer.	1	1.00			
10	Ceiling of eaves, outside of the connex shall be from 0.5mm from iron sheet.	1	1.00			

Bill of Quantity for Andkhoy CSC (Container)

Project Name: Andkhoy Municipality CSC

				Date:	Thursday, September 05, 2013	
No.	Description	No.	Qty	Units	Unit Cost (AFA)	Total Cost (AFA)
11	Electrification: Includes (12 Sockets, 6 switches, double neon lights 120cm complete, fuse 16,25, 36 Am & fuse box, wire types for sockets 3x2.5 & for switches 2x1.5, supply & installation of 2 AC 12000 BTU each complete, internet wiring system with 6 ports complete with conduits and connecting CSC connex to the main power source with cable 5x10mm ² (see general plan)	1	1.00			
Grand total of part A&B						AFA
				Change rate	1\$=56AF	
Total cost in USD						USD